

# REQUEST FOR PROPOSAL

## Addendum # 1



Department Of Executive Services  
Finance and Business Operations Division  
**Procurement and Contract Services Section**  
206-684-1681 TTY RELAY: 711

**DATE ISSUED: November 23, 2004**

**RFP Title: POS Credit Card Payments**

**Requesting Dept./ Div.: King County Department of Executive Services – Finance and Business Operations Division**

**RFP Number: 161-04RLD**

**Due Date: November 30, 2004 – no later than 2:00 P.M.**

**Buyer: Roy L. Dodman, [roy.dodman@metrokc.gov](mailto:roy.dodman@metrokc.gov) (206) 263-4266**

This addendum is issued to revised the original Request for Proposal, dated October 28, 2004 as follows:

1. The proposal opening date remains the same: Tuesday, November 30, 2004 no later than 2:00 p.m. exactly.
2. The sign in sheet from the November 16, 2004 pre-proposal conference is available by contacting Cathy Betts at [cathy.betts@metrokc.gov](mailto:cathy.betts@metrokc.gov). Please include your FAX number if you wish the document faxed.
3. In *Section II - Project Specifications and Scope of Work, Part 1: Overview and Program Description, Item A: Overview, sub-item 3, Project Goals*, second paragraph, make the following change:

Change “electric payment options” to “electronic payment options”

**(continued on page 2)**

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### TO BE ELIGIBLE FOR AWARD OF A CONTRACT, THIS ADDEMDUM MUST BE SIGNED AND SUBMITTED TO KING COUNTY

**Sealed proposals will only be received by:**

**King County Procurement Services Section, Exchange Building, 8<sup>th</sup> floor, 821 Second Avenue, Seattle, WA 98104-1598. Office hours: 8:00 a.m. - 5:00 p.m., Monday – Friday**

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Company Name

Address		City / State / Postal Code
Signature	Authorized Representative/Title	
Email	Phone	Fax

This Request for Proposal – Addendum will be provided in alternative formats such as Braille, large print, audiocassette or computer disk for individuals with disabilities upon request.

4. In *Section II- Project Specifications and Scope of Work, Part 1: Current Acceptance Program Description*, make the following change:

Add “Woodinville Water District” to the table, as follows:

	<u>Volume</u>	<u>Revenue</u>	<u>Avg.</u>	<u>Fees</u>
Covington Water	4,826	1,366,087	84.90	6,994
Highline Water	2,628	256,186	97.48	6,379
Lakehaven Utility	4,752	403,764	84.97	7,200
Midway Sewer	266	22,625	85.05	645
Soos Creek Sewer	6,249	696,474	111.45	17,120
Harborview	108,000	2,350,177	21.76	56,096
KCDA	4,000	765,000	191.25	118,177
Puget Sound Clean Air	465	315,932	679.42	7,986
Woodinville Water District	1,950	221,794	113.74	4,651

5. In *Section II - Project Specifications and Scope of Work, Part 2: Scope of Services*, make the following change:

Delete “except for FBOD for in-person and mail payments”

6. In *Section II - Project Specifications and Scope of Work, Part 2: Scope of Services*, make the following change: “It is possible, though, that some districts and County agencies may establish an Internet capability for customers to provide credit card information when making payments. For those transactions, it is expected that the credit card transactions will be processed manually by the accepting agency rather than through the County’s Internet payment engine through Link2Gov.” to “It is possible, though that some districts and County agencies may establish an Internet capability for customers to provide credit card information when making payments. For those transactions involving County agencies, it is expected the credit card transactions will be processed manually by the accepting agency or through the County’s Internet payment engine system. For those transactions involving non-County agencies, it is expected the credit card transactions will be processed manually be the accepting agency. Note that the County is exploring the feasibility of allowing non-County agencies access to the County’s Internet payment engine system, but this functionality is not immediately available.

7. In *Attachment B, Vendor Pricing – Pricing Schedule, Vendor Pricing Schedule (Part 2)*, make the following change:

add “Woodinville Water District to the table, as follows:

*Option 2 - Fee Schedule Matrix*

Please complete the following matrix by inserting the fee you propose for each transaction type listed below.

Agency / District	Average Ticket Amount (\$)	In Person Signature Captured	Mail Order/ Telephone Order		With Address Verification	
					Mail Order/ Telephone Order	
KC Parks	69.70					
KC Health	44.53					
KC Solid Waste	28.06					
KC Transit	75.56					
Auburn SD	41.92					
Bellevue SD	283.07					
Federal Way SD	106.27					
Kent SD	41.78					
Northshore SD	77.93					
Puget Sound ESD	157.26					
Tahoma SD	213.03					
Covington Water	84.90					
Harborview	21.76					
Highline Water	97.48					
KCDA	191.25					
Lakehaven Utility	84.97					
Midway Sewer	85.05					
Puget Sound Clean Air	679.42					
Soos Creek Sewer	111.45					
Woodinville Water	113.74					

**The following information is in regards to questions asked**

Q1. What are the POS terminal types utilized by the locations that own their equipment?

*A1: The spreadsheet "Equipment for CC RFP" provides an inventory of equipment. This spreadsheet will be included in the e-mailed versions of this Addendum, or can be received by contacting the buyer listed on page 1.*

Q2: How many devices are at each location, by location?

*A2: Included in the same worksheet is the number of devices.*

Q3. Do any of the locations have a PC available to process payments vs. purchasing a new POS terminal?

*A3: Nearly all locations have a PC available although an exact inventory was not conducted.*

Q4. What is the percentage of off-line debit/check card transactions vs. bankcard transactions by location / agency?

*A4: The spreadsheet "Credit Card Activity by Interchange Category" provides the information to answer that question. This spreadsheet will be included in the e-mailed versions of this Addendum, or can be received by contacting the buyer listed on page 1.*

Q5: Please tell me the type of credit card processing equipment currently in use.

*A5: This is the same question asked and answered in number 1.*

Q6: We would like to get a copy of your last month's Merchant Account Statement. In particular we are looking for:

- The total number of transactions for the month
- Who your current processor is
- The average ticket cost
- The number of transactions for Visa, MasterCard, AMEX, Discover, etc.
- Your actual transaction percentage and other processing charges

*A6: In lieu of the statements for each account we have compiled a spreadsheet of credit card activity for the period from September 1, 2003 through August 31, 2004.*

*Our current processor is Key Merchant Services*

*The average ticket has been provided in the RFP.*

*The number of transactions has been included in the RFP.*

*The various interchange rates charged by our processor are included in the spreadsheet titled "Interchange Assessments Categories – April 2004". This spreadsheet will be included in the e-mailed versions of this Addendum, or can be received by contacting the buyer listed on page 1.*

Q7: Can you provide information on your in-house system and how it works? Is Legacy the platform the in-house system uses?

*A7: The County does not have an in-house system for processing credit card transactions.*

Q8: What is the interface that the county is currently using?

*A8: None.*

Q9: Rather than providing the two statements as agreed upon at the prebid conference, could we get a statement from all 19 of the agencies / districts.

*A9: The spreadsheet described in the response to Question 1 provides the information for most of the credit card users and should be sufficient for responders.*

Q10: Would it be possible to get a more exact number of departments, divisions, locations, and terminals per location? Is it possible to get a projected level of activity per location?

*A10: As mentioned in the RFP, the County agencies (i.e. Transit, Health, Solid Waste, and Parks) will definitely be participants in this contract, as would any other County agency that might utilize credit card services in the future. The districts are not required to use this contract but it is expected that the new contract will be beneficial for them as well so it is likely that most will move to the new provider. The historical information contained in the RFP and attachments to this Addendum are our best estimate of what future volume will be.*

Q11: Would you allow me to do a site inspection of each possible location to determine the most cost effective solution (e.g. credit cards, purchase cards, debit cards, electronic check acceptance, ATM cash machines, Electronic Funds Transfer, Online registration services, etc.)?

*A11: No. An RFP provides an opportunity for each proposer to decide what is the best solution to satisfy the County's needs and requirements. It wouldn't be feasible to allow each potential vendor the opportunity to survey each of the agencies and districts listed in this RFP.*

Q12: Regarding monthly invoicing, are you looking for industry standard month end reports or are you looking for a provider that will submit an invoice for payment to each department?

*A12: Our current provider sends a monthly statement showing credit card activity and then processes a debit to the responsible bank account for fees. From our perspective, we would prefer that the new provider invoice those fees rather than initiate a bank debit.*

Q13: Is reoccurring billing a possibility?

*A13: There are certain applications, such as utility payments, where reoccurring billing would be possible.*